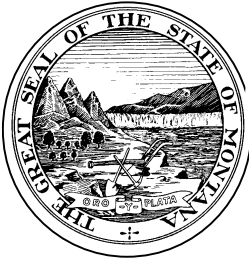


# OFFICE OF THE STATE PUBLIC DEFENDER



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### MEMO

FROM: Wendy Johnson, Contract Manager

TO: Public Defender Commission/Budget Committee

DATE: April 26, 2016

RE: Funding for Online Billing System Enhancements

The purpose of this memo is to provide the Public Defender Commission and the Budget Committee with more information regarding the funding request for enhancements of OPD's online billing system (CRM).

When the Commission agreed to provide \$100,000 of its discretionary funding to enhance the online billing system, \$65,000 was allocated to development of the software, and \$35,000 was allocated to provide an employee or contractor who could help analyze the data that we collect in an effort to develop soft caps or billing standards.

At this point in development, OPD staff has determined that we will not need an additional employee to help analyze the data as we believe we have the resources and ability to do so in-house. However, we request authorization to expend the full \$100,000 to complete the enhancements to CRM for the following reasons, to wit:

- The estimates that were given to OPD initially by the software developers were very rough. After working with them to develop a more accurate scope of work, the costs have increased because we have added to the list of tasks to be completed. The additional tasks include the development of online forms and procedures that will allow the agency to be more efficient.
- In addition to adding the other vendors and making the system more user friendly, we would like to further enhance the system by automating all of the forms that are used by not only the contractors, but also all of our full time staff. The forms that we would like to add to the CRM system include the Pre-Approvals, investigator requests, transcript requests, and conflict referrals. There are several reasons to automate the forms including:

- Efficiencies with the staff. If we are able to automate the forms, it will free up staff who have historically been in charge of ensuring that all necessary information is included and routing the information to the appropriate parties throughout the state. It will also ensure that all staff are doing things the same consistent way.
- If we are able to automate the Pre-Approvals, we will be able to tie the pre-approval amount to a claim submitted by the approved provider and they will be unable to bill above that amount, thereby creating a hard cap system for those experts and vendors. This should result in cost savings or cost certainty for the agency.
- We will be able to collect and report on data that we have not previously had. For example, if the Pre-Approvals are automated, we will be able to report on approvals that are denied and the reasons for the denials. This is also true for the conflict case requests/referrals.

Thank you for your considering this request. I will be happy to answer any questions you may have.